

Calgary



A Pragmatic Approach to Operating an Emergency Operations Centre

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Calgary Emergency Management Agency
Monday, November 30, 2015



Canada Task Force 2

A rapid deployment, all-hazards disaster response team available to assist local authorities in large-scale emergencies and disasters.

CANTF2 as a Provincial IMT





Requesting assistance from CANTF2

Provincial
Operations
Centre

- Jurisdictions in Alberta in need of support request CANTF2 through the POC

Calgary
Emergency
Management
Agency

- POC contacts Calgary Emergency Management Agency to request CANTF2

CANTF2

- Calgary Emergency Management Agency contacts CANTF2 to request deployment





Canine and technical search



Flood and water transport



Communications



Heavy urban search and rescue



Emergency medical assistance



Logistics





Executive Command Team

Local Authority

Incident Support Team

Operations

Planning

Logistics

Finance/
Admin

CANTF2 Task Force Commander

CANTF2 Command Staff

CANTF2 Task Force Manager

CANTF2 Safety Officer

CANTF2 Operations Section Chief

CANTF2 Planning Section Chief

CANTF2 Finance/Admin Section Chief

CANTF2 Logistics Section Chief

Search Manager

Rescue Manager

Resources Unit Leader

Situation Unit Leader

Demobilization Unit Leader

Document Unit Leader

Technical Specialists

Time Unit Leader

Procurement Unit Leader

Logistics Unit Leader

Medical Unit Leader

Communications Unit Leader

Food Unit Leader

Supply Unit Leader

Facilities Unit Leader

Transportation Unit Leader

Canine Teams

Technical Search

Rescue Teams

Flood and Water Transport Teams

Structural Engineer

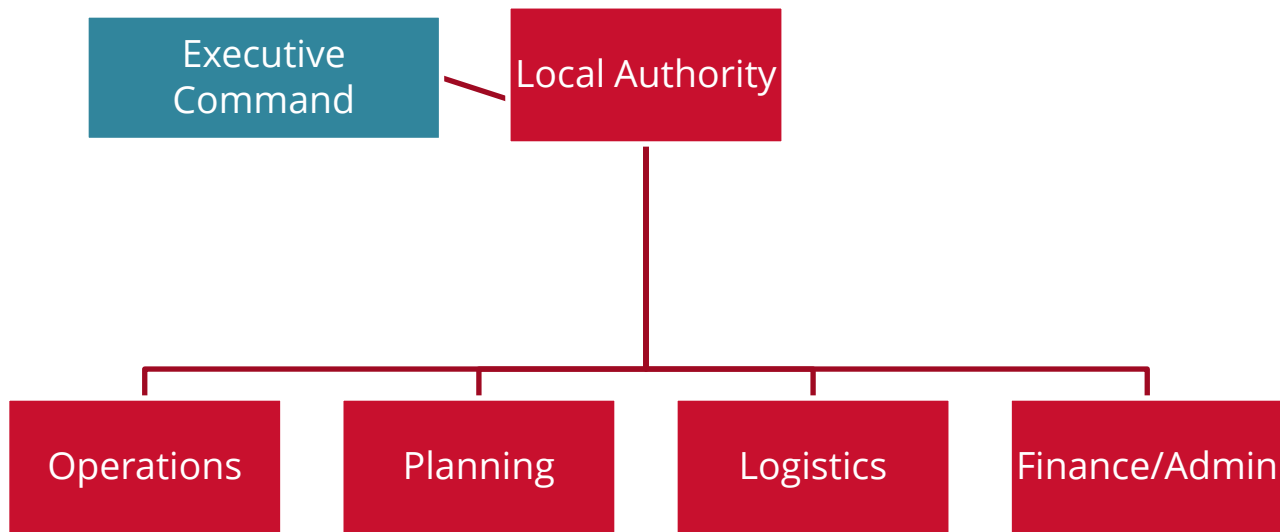
Technical Information Specialist

Hazmat Specialist

Geographic Information System Specialist



Executive Command Team



Incident Support Team





Challenge/Task





Workshop

If you had to support a team to manage an incident starting in 30 mins what 3 principles or processes would you ask them to follow?



What we did



EOC Orientation

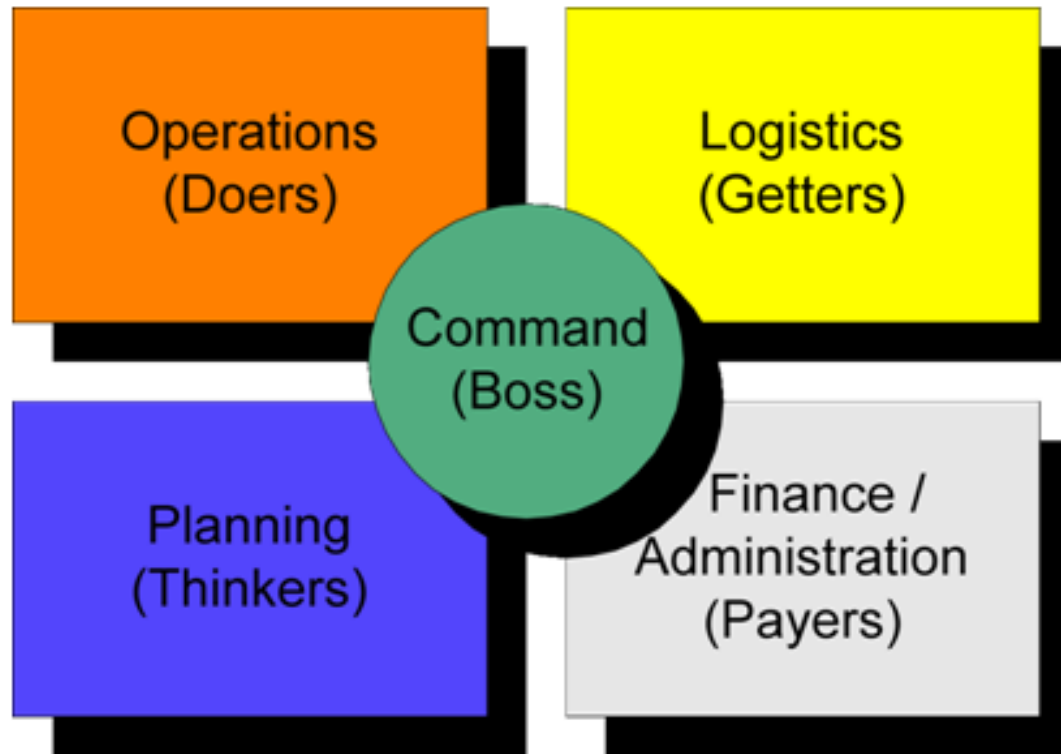
1. Fundamentals (standing priorities)
2. Build your team
3. Planning process
4. Management by objectives
5. Other Considerations



- Priorities:
 - Life safety
 - Property
 - Environment
 - Economy
- Support the Incident Site
- Continuity of Service for the County (outside of site)



Five Primary Management Functions



RISK:

DEM: Betty.

PIO: Arlene.

LIAISON:

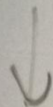
OPS: Rick.

PLANS: Ken.

LOGS:

FIN/ADMIN:

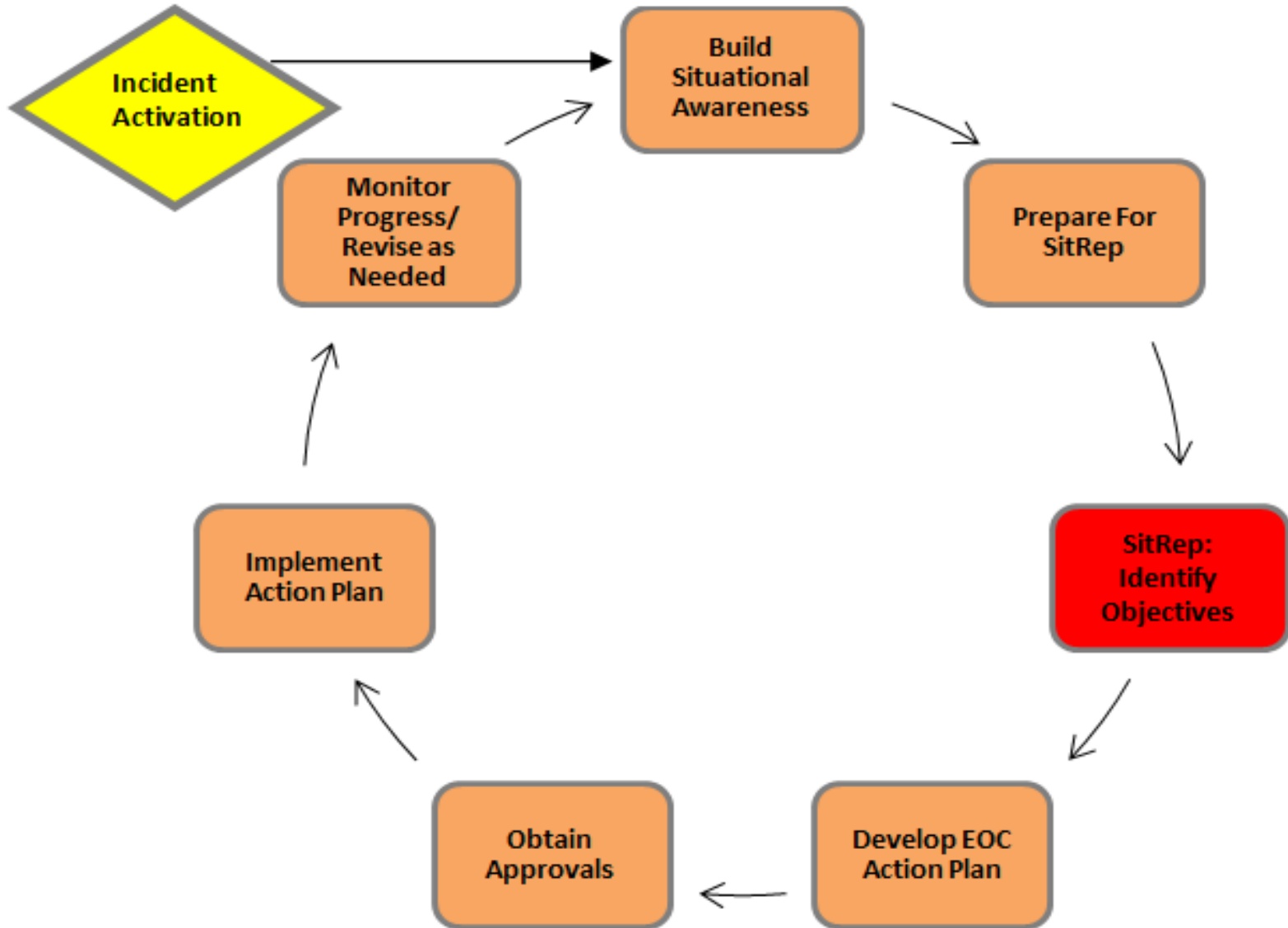
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Documentation



Planning Process





Build Situational Awareness

How?
DATA FEEDS, CONTACTS, MEDIA



PREPARE FOR SITUATION REPORT (SITREP)

- IDENTIFY
CONDITIONS ACTIONS
NEEDS (CAN)

- C What's going on?
- A What are you doing?
- N What do you need to address issues?



MONITOR PROGRESS/
REVISE AS NEEDED



SITREP IDENTIFY OBJECTIVES

Specific
Measurable
Action oriented
Realistic
Timely

SMART



IMPLEMENT ACTION PLAN



OBTAIN APPROVALS



DEVELOP EOC ACTION PLAN

- SITUATION
- ISSUE/PROBLEM
- REQUIRED ACTION
- REQUIRED RESOURCES
- PLAN 'B'
 - Required Actions
 - Required Resources



SITREP OBJECTIVES NEXT SITREP 15:00

SITREP #	OBJECTIVE	RESPONSIBLE AGENCY	PRIORITY (H/M/L)	STATUS
2.1		DEM	L	Complete
3.1	Create plan. Establish power in EOC	Plan	H	Complete
3.2	Establish alternate Comms with site	Ops	H	Complete
3.3	Establish alternate power at Recep Center	Ops	M	Complete
3.4	Investigate site availability.	PIO	M	Complete
4.1	Create plan for sewage back up	Plan	H	Complete
4.2	Obtain info for media briefing from site	PIO	H	Complete
5.1	Create plan to investigate loud whistling noise South end Newbrook	Plan	H	complete
5.2	Obtain info on status of students	PIO	H	Ongoing
6.1	Obtain accurate info for 15:00	PIO	H	new
6.2	Issue emerg alert	PIO	H	new

Management by Objectives



Planning Example

Situation

- Power outage in town

Issue/Problem

- Sewer lift stations need power

Required Action

- Contact contractors for generators to restore power

Required Resources

- Equipment, fuel, electrician

Plan "B"

- Required Actions:
- Required Resources:



Other Considerations

Shift change

- Incident history (what has happened)
- Priorities and objectives
- Current plan
- Resource assignments
- Incident organization
- Resources ordered/needed
- Facilities established
- Status of communications
- Any constraints or limitations
- Incident potential
- Delegation of Authority



Other Considerations

- Personal duty log
- Master log
- Resource tracking
- Worker care (breaks, shift change)
- EOC resources (chargers, snacks, stationary)



Lessons Learned – for them, for us



EMX '16



CANTF2 preparation and training

- Thorhild exercise provided opportunity to test response to a province-wide ice storm

[Alberta prepares for disaster](#)



Thank You! Questions?